

Contractor Scorecard  
Exhibit E

1=Unsatisfactory 0-33	2=Marginal 33-55	3=Satisfactory 55-80	4=Excellent 80-90	5=Superior 90-100	
<b>Technical Performance: 25%</b>				<b>Rating</b>	<b>Percentages</b>
<b>Technical Requirements</b>				15%	0 out of 15 %
Has the service provider consistently met or exceeded the minimum quality standards of items to be furnished? Does the item perform as it was designed to?					
<b>Responsiveness to Change</b>				10%	0 out of 10 %
Has the service provider been responsive to immediately advising the ordering entity when a delivery/task order, regardless of reason, could not be fulfilled? Were all issues solved in a timely manner?					
<b>TOTAL</b>					0 out of 25 %
<b>Customer Service 30%</b>				<b>Rating</b>	<b>Percentages</b>
<b>Customer Assistance</b>				15%	0 out of 15 %
Has the service provider maintained satisfactory customer service to the judgment of the Contracting Officer Representative?					
<b>Response Time</b>				10%	0 out of 10 %
Has the service provider regularly shipped each order within 30 days after receipt of order or on the ship date shown on the order? Has the service provider notified the contracting officer in writing, at least 45 days in advance, of any proposed increase or decrease in price, or proposed changes of any nature to the contract?					
<b>Contacts and Escalation</b>				5%	0 out of 5 %
Has the Contractor provided and kept the Exchange up to date on points of contact for issues and escalation contacts for issues that cannot be resolved with the first level of contact?					
<b>TOTAL</b>					0 out of 30 %
<b>Knowledge and Expertise: 25%</b>				<b>Rating</b>	<b>Percentages</b>
<b>Expertise</b>				10%	0 out of 10 %
Have they demonstrated a high level of professionalism when dealing with the Exchange?					
<b>Technologies</b>				7.5%	0 out of 7.5 %
Does the contractor provide merchandise based on specifications provided by the Exchange?					
<b>Innovation, Productivity Gains, Cost Savings</b>				7.5%	0 out of 7.5 %
Has the contractor maintained the integrity of the Exchange by replacing products in a timely manner if needed?					
<b>TOTAL</b>					0 out of 25 %
<b>Customer Relationship: 20%</b>				<b>Rating</b>	<b>Percentages</b>
<b>Maintaining a Good Working Relationship</b>				20%	0 out of 20 %
Does the service provider demonstrate a good understanding of Exchange business needs? Does the service provider maintain a good relationship and good communication with Exchange ?					
<b>TOTAL</b>					0 out of 20 %
<b>OVERALL</b>					
<b>Overall Rating:</b>					<b>Overall Percentage:</b>
					0 out of 100 %
<b>Would you select this firm again? Please enter Y (Yes) or N (No):</b>					
<b>COMMENTS:</b>					

